GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:2202
ANSWERED ON:29.07.2016
Delay in Pension
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Will the Minister of FINANCE be pleased to state:

(a) whether many pensioners under the National Pension Scheme (NPS) from the rural areas of the country are complaining of not getting pension on time or delaying from months;
(b) if so, the number of complaints received in the last two years, State-wise including Rajasthan;
(c) the steps taken by the Government for its proper implementation and timely dispersal of the pension to the pensioners; and
(d) whether the Government proposes to revise NPS?

Answer

The Minister of State in the Ministry of Finance

(a) & (b): In terms of the Pension Fund Regulatory and Development Authority (PFRDA) Act 2013, PFRDA is regulating National Pension System (NPS), subscribed by employees of Government of India, State Governments and by employees of private institutions/organizations & unorganized sectors.
As per the data of the Central Recordkeeping Agency (CRA), appointed by PFRDA for NPS, there are no representations received from the subscribers of NPS for delay in receipt of pension (annuity) from life insurance companies empanelled by PFRDA.
(c) PFRDA has, inter-alia, notified PFRDA (Redressal of Subscriber Grievance) Regulations, 2015. The objective of the Regulations is to provide a framework for seamless handling of grievance / complaint. NPS has a multi-layered Grievance Redressal Mechanism centralised at CRA, which is easily accessible, simple, quick, fair, responsive and effective. Subscribers can register their grievance through Call centres / Interactive Voice Response System (IVR), web based interface, physical forms.
With effect from 1st April, 2016, withdrawal process under NPS has been made online for the convenience of the subscribers and to ensure prompt and swift settlement of pension claims.
(d) There is no proposal to revise the NPS.

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